



**DRAKE**  
— OFFICE —

**DRAKE  
OFFICE AND  
ADMINISTRATION**

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CAPABILITY STATEMENT

**Drake Australia**  
13 14 48  
[au.drakeintl.com](http://au.drakeintl.com)

## OUR VISION:

Remaining true to our original vision as efficiency experts, we believe organisations perform at their best when they're staffed with the right people, driven by the right processes, and supported with the right technology.

From talent attraction to outplacement programs, our team are dedicated to your long-term success, combining specialist capability, a tailored Recruit-To-Fit methodology, and a commitment to service excellence.



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## Our Story

As one of Australia's most trusted and enduring recruitment companies for over 70 years, we are a premier human resource and talent management firm. We recruit on a permanent, contract and temporary basis for a number of key industries and offer a full suite of services to help you attract, develop, and retain a high-performing workforce.

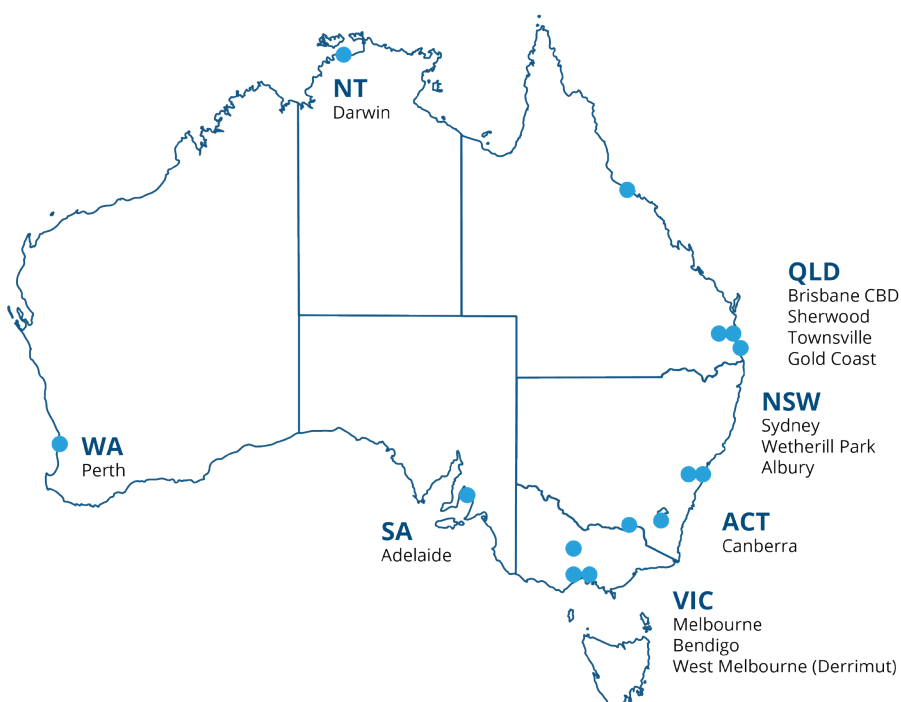
Drake International's Office and Administration team has over 25 years of experience; offering invaluable industry insight, an extensive candidate network as well as a comprehensive understanding of the requirements and intricacies of office and administration recruitment.

## Our Coverage

A local fixture and global leader in human resource management, Drake International offers a full suite of services to help you attract, develop, and retain a high-performing workforce.

### Our Presence

We have 14 offices across each mainland State and Territory, Drake International are strongly embedded within communities throughout Australia.



## Introducing Drake Office

Operating throughout Australia, Drake Office and Administration team have developed extensive networks across every major population centre, demonstrating a proven track record of attracting hard-to-find talent in both Metropolitan and Regional locations.

Working with a select group of clients, our specialists assist in defining, developing, and growing our clients' brand position in the human capital sphere, enabling them to identify the best available talent.

Each assignment undertaken by our team is completed in conjunction with our clients' key stakeholders, working to understand strategic selection criteria, cultural requirements, and outlining existing market trends.

Our approach to the market is targeted, selective, and disciplined. With the ability to assess key talent before making formal approaches, we look beyond candidates' resumes to analyse their capability and organisational fit.

Founded on a collaborative approach, our methodology is centred on traditional search and selection techniques, influenced by global best practice, and utilising a combination of traditional and technology-based assessment tools.

## Our Office and Administration Team Offer

We provide temporary, contract, and permanent staffing services across a range of industries in office, support and administration roles including.



**Permanent Recruitment**



**Contract**



**Temporary**



**Special Projects**

We also provide:



**Access to an extensive candidate pool**



**Up-to-the-minute market insights**



**Specialist in Office and Administration talent**



**Collaborative and strategic approach with key stakeholders**



**Proven recruitment methodology based on traditional search and selection**

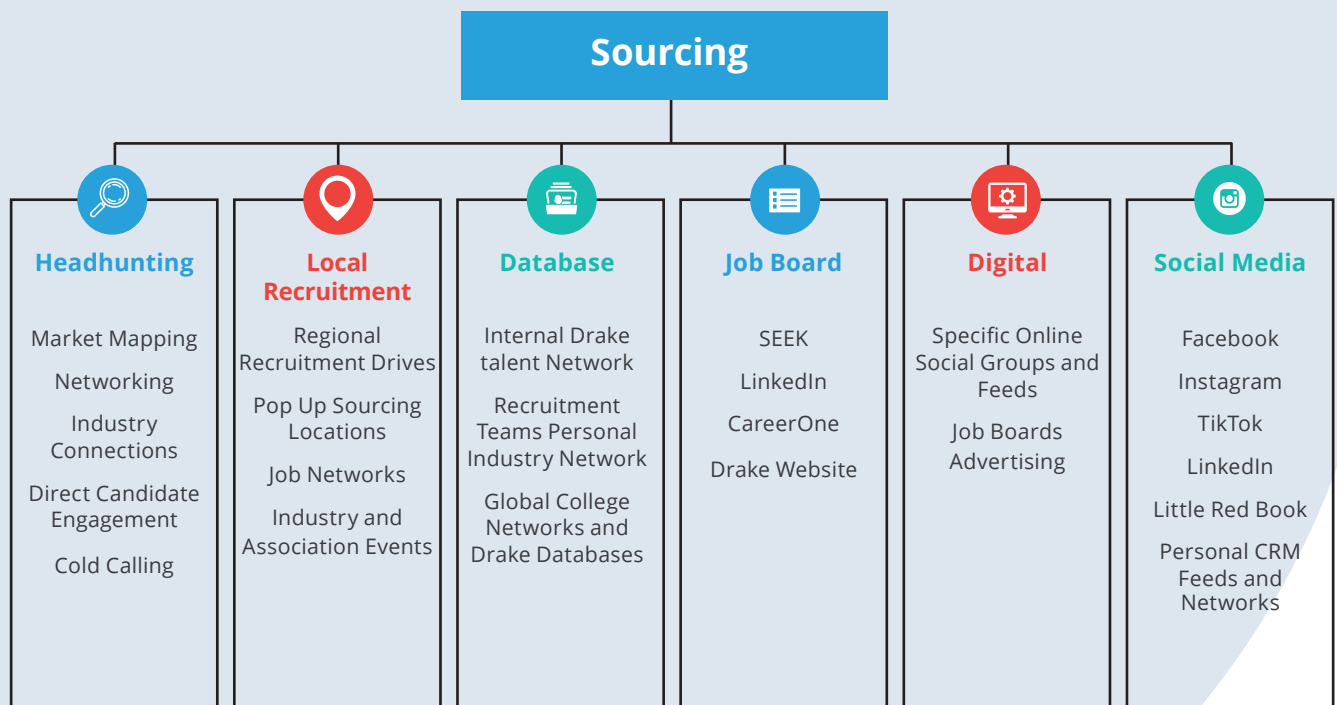


## Our Recruitment Capabilities

Our team has the capability to deliver our talent acquisition services across the following areas:



## How We Find Talent?



## Our Success Stories



The stainless-steel company engaged Drake International to find a skilled accounts payable officer, who would be responsible for managing purchase orders, suppliers' invoices, and statements, and providing administrative support. As a company operating in a highly competitive industry and with a small team, they recognised the need for a reliable and efficient accounts payable officer to ensure accurate financial management across the payable function.

By employing meticulous screening techniques, including telephone interviews and comprehensive in-person interviews, our team was able to assess the candidates' skills, experience, and cultural fit with the client's organisation.

Additionally, thorough reference checks to verify the candidates' past performance and reliability. This ensured that the selected candidate possessed the necessary expertise and integrity to excel in the role of an accounts payable officer.

The candidate has been "one of their best employees" and we now have further opportunities with the client due to the value we provided.



Our client operates within the manufacturing and construction industry, which demands a diverse workforce to support their operations. Drake Office have sourced multiple support office roles across Customer Service, Data Entry Officers and administration to enhance their team's efficiency and ensure excellent service to their customers. Understanding the client's unique requirements was paramount in our recruitment strategy.

For each role, we establish close communication channels with the client's managers or team leaders to gain a comprehensive understanding of the specific qualities and skills they sought in potential candidates. This allows us to create detailed candidate profile and define the desired qualifications, experience, and cultural fit.

We utilise a combination of traditional recruitment methods and modern assessment technology to source suitable candidates. We also verified candidates' industry-specific knowledge and assessed their compatibility with the client's work environment.



## Why Choose Us?



### Specialist Consultants

Each specialist Office and Administration recruitment consultant has in-depth experience within the sector. Other key skills include a professional demeanour, consultative approach, excellent interpersonal skills, strong networks, and a commitment to ethical service.



### Taking the Brief

Our approach seeks not only to match applicants with an agreed position description but understand the strategic objectives of our client's business to determine the skills, competencies, and experience necessary to achieve them.



### Building Strong Talent Networks

Our team strive to become true career partners to their network connections, following career journeys closely to determine when talent may be open to new opportunities.



### Approaching High-Quality Candidates

Our approach to sourcing high quality applicants focuses directly on prospects within the passive candidate market, rather than solely relying on inbound applications.



### Multiple Candidate Sourcing Channels

There are multiple mediums and platforms that we use to source and attract candidates. Our specialist's attraction strategies comprise of several thousand connections in the Office and Administration industry.



### In-Depth Evaluation Process

Each step of the evaluation process is carefully planned and executed to ensure a comprehensive assessment of each applicant in line with key evaluation criteria.



### Managing Employer Brand

Confidentiality and brand management are critical and our consultants take all precautions to ensure that the employer brand is represented in the best possible manner, and sensitive information is not divulged.



### Offer Negotiation

Our experienced Consultants help determine a realistic salary band and will actively participate in salary negotiations with shortlisted candidates.

## Next Day Starts

Our team can source talent for a quick start to meet your organisation's requirements. All of our temporary candidates are interviewed, assessed, and are within our talent pool.

## Our Behavioural Assessments

We offer best practice Pre-Employment Evaluation and Psychometric Assessments, to improve both organisational outcomes and candidate retention.

We utilise valid and reliable tools including the proprietary T4 and P3, to assess personality traits, cognitive abilities, and behavioural tendencies.

All candidates in our recruitment process are assessed using either the P3 or T4 tool, which produces a well-rounded, highly accurate candidate profile. Adding behaviour assessments to your recruitment process can be the missing element that helps differentiate between two candidates that might appear very similar on paper.

***Our vision is to  
be consistent,  
accountable, and  
compassionate***





# Diversity, Equity and Inclusion

At Drake, we are committed to fostering diversity, equity, & inclusion. While our journey is ongoing, our shared goal is to create an environment where every individual is respected and valued. We are a community that recognises the strength of diversity.

Our approach is underpinned by robust corporate policies that formalise our attitudes, commitments, and responsibilities towards Diversity, Equity and Inclusion which include the following:

- **Our Corporate Values**

Diversity and inclusion is a key corporate value our teams embrace and align their actions and decisions with each and every day.

- **Diversity & Inclusion Committee**

We have an in-house Diversity & Inclusion Committee which plays a pivotal role in promoting equitable practices, fostering a diverse workforce, and creating an inclusive workplace culture within Drake.

- **Reconciliation Action Plan**

Our 2023 Reflect Reconciliation Action Plan guides our team in building meaningful relationships with Indigenous communities, fostering respect, understanding, and advancing reconciliation in social, economic, and cultural aspects.

- **Diversity Survey**

We undertake an annual diversity survey to assess our current demographic composition, and tailor inclusion efforts, leading to a more equitable and representative workplace.

- **Indigenous Procurement**

We are members of Kinaway, the peak body representing certified Aboriginal and Torres Strait Islander businesses. This partnership helps us engage, create relationships, and conduct business with First Nation suppliers nationally.



- **Cultural Awareness & Unconscious Bias Training**

Our team undertakes a range of DE&I training to help employees navigate diverse environments with empathy and create inclusive practices for those we work with.



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